Georgia Tech Center for Inclusive Design and Innovation

Tools for Life Advisory Council Meeting

Center for Inclusive Design and Innovation
College of Design | Georgia Tech

March 5, 2020

CREATING THE NEXT®

Today's Agenda

TOOLS for LIFE
Georgia's Assistive Technology Act Program

10:30 AM	Welcome and Introductions
10:40 AM	TFL Activities Updates
	Direct Services – Martha and the DS Team
11:40 AM	Research Initiatives - Ben
12:00 PM	Break for Lunch & Networking (break for captioning)
12:30 PM	New AT & CES Updates - Martha and Ciara
1:00 PM	State Leadership Activities – Liz and the Training Team
1:30 PM	Directors Update
1:50 PM	AT Acquisition - Danny
2:10 PM	Advisory Council and TFL Network Updates
2:30 PM	Discussion, Q&A, Wrap up and Adjourn

CIDI Vision and Mission

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Georgia's Assistive Technology Act Program

CIDI's vision:

- To be an international leader in promoting accessibility and inclusive environments for all.

CIDI's mission statement:

- To improve the human condition through equal access to technology-based and research-driven information, services and products, for individuals with disabilities.

Center for Inclusive Design and Innovation

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Hired an Executive Director

Hired a Chief Operations Officer (COO)

Hired Marketing and Events Coordinator

Georgia Tech Center for Inclusive Design and Innovation

Goal 1 - Related to Financial Health & Sustainability:

1. Ensure financial sustainability by diversifying revenue, managing costs, and building a reserve.

Goal 2 - Related to Transparent and Effective Operations:

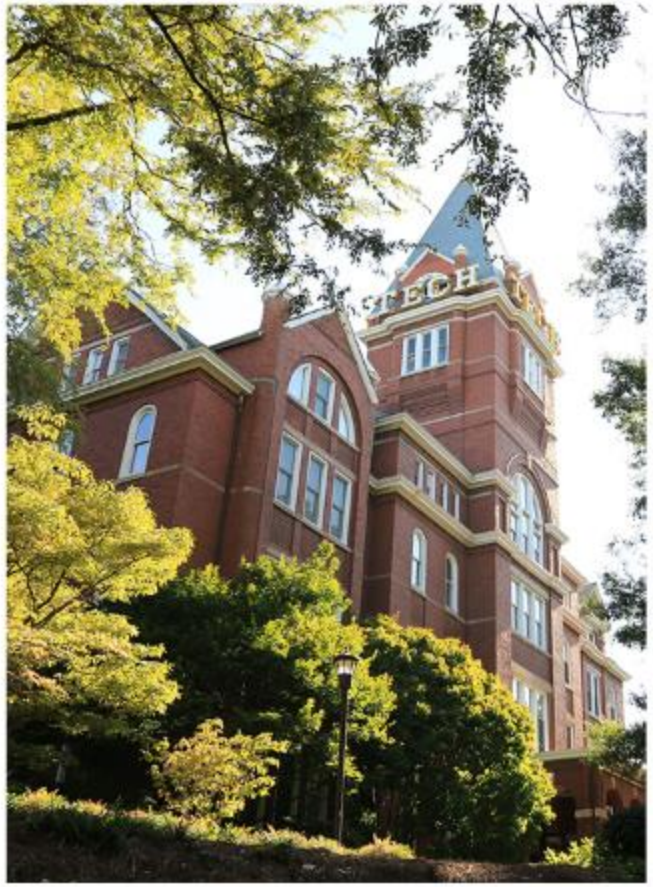
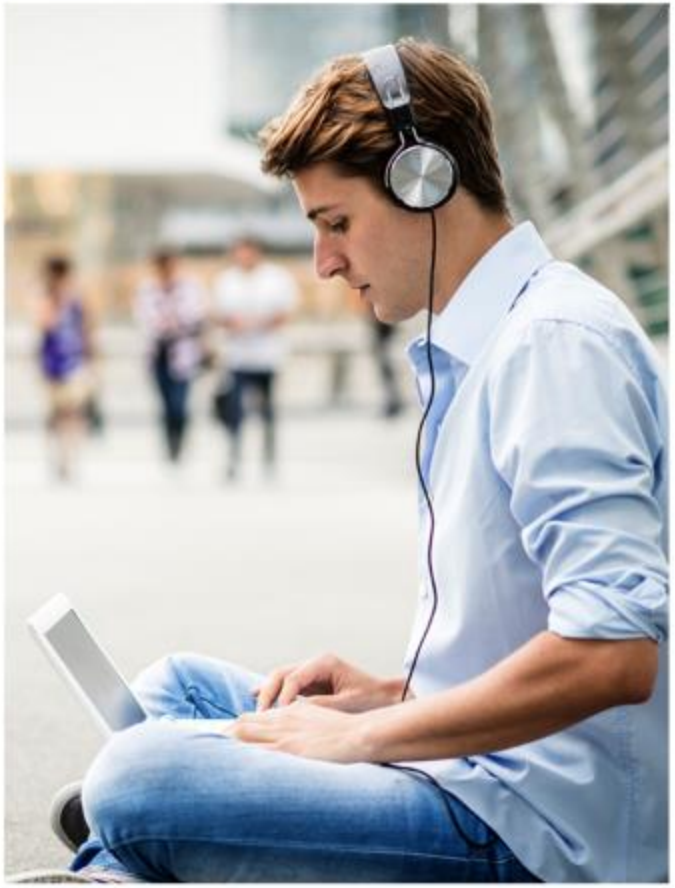
2. Promote staff excellence by improving skill development through training and increasing accountability.

Goal 3 - Related to Research:

3. Advance academic and public engagement by strengthening research contributions and enhancing public trust in our products and services.

Goal 4 - Related to Communication:

3. Establish and maintain productive relationships through clarity, trust and ownership.

Direct Services

Martha Rust and the TFL DS Team

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The Data 10/1/2019- 2/28/2020:

Device Demos:

105

Device Loans:

137

Device Reutilization:

1755

K-12 Assessments & Support

K-12 Assessments:

- Glascock County Schools*
- Atlanta Public Schools*
- Bremen City Schools
- Cobb County Schools
- Cherokee Charter*
- Clayton County Schools*
- DeKalb County Schools
- Forsyth County Schools
- Fulton Academy of Science & Technology
- Fulton County Schools
- Georgia School for the Deaf*
- Henry County Schools
- Lowndes County Schools
- Upson County Schools
- Warren County Schools*
- Private/Family Referrals – K-12 Students*

**completed/closed*

Tools for Life - Georgia Department of Education Partnership

- **January 1, 2020 – December 31, 2020 ($150,000)**

In order to build capacity and have a sustainable significant impact on AT Services for K-12 throughout Georgia, TFL will develop, deliver, and/or provide access to:

1) Customized, mini-AT Training Videos (3-7 minutes each)
2) Assistive Technology (AT) Consultation Services
3) Assistive Technology Webinar Series
4) AT/UDL Software Pilot Program

Tools for Life - Georgia Department of Education Partnership (2)

5) Assistive Technology Lending Library
6) Discovery Surveys - District Assistive Technology and Accessibility
7) EdTrade, Georgia Assistive Technology (AT) School Swap Database
8) Strategic Roadmaps for the ***future*** development and operation of an: (non-budgeted items)
   a. Expanded UDL/AT Software package
   b. E-Text delivery program with training
   c. District membership for CIDI/TFL services

Customized, Mini-AT Training Videos

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- Mini AT Tutorial Videos: Five (5) Customized, mini-AT Training Videos (3-7 minutes, each) incorporating universal design for learning (UDL) strategically designed to increase successful AT identification and implementation. Topic areas may include, but not be limited to:

    1. Text to Speech (TTS)
    2. Speech to Text (Dictation)
    3. Graphic Organizers
    4. Visual Supports
    5. Closed Captioning

Assistive Technology Partnership AT Portal (for requests)

- Secure portal for K-12 patrons to submit requests associated with this partnership
- One-stop access to request services
- Registration required
- Portal access limited to special education directors and their designee(s)
- No student personally identifiable information (PII) is collected

Assistive Technology (AT) *Consultation* Services and AT Supports

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<u>What it IS:</u>

- Consultation services by Tools for Life staff via teleconsulting and/or email
- Discussion based on information provided by district contact
- Coaching support for staff on implementation of evidence-based practices for assistive technology

<u>What it is NOT:</u>

- Direct student intervention
- Assistive technology evaluations
- Onsite consultations or evaluations
- Supplier of assistive technology devices beyond short loan

Software

TextHelp *

- Read&Write
- EquatIO
- WriQ

** for students with disabilities*

AT Lending Library

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What it IS:

- To assist in AT decision-making; make an informed purchasing decision
- To collect data substantiating the device meets the student's needs
- Try a device in a real-life environment
- To serve as a loaner while the student is waiting for repair or ordered device to be delivered
- To provide accommodation on a short-term basis to support professional development

What it is NOT:

- Long-term or open-ended loans
- Equipment for purchase

EdTrade

Tools for Life will provide an online K-12 registration system for assistive technology equipment exchange.

- Each year, Georgia school districts purchase assistive technology for eligible students to use. In some cases, this assistive technology ends up never being used or gently used. It may be that the student graduates, moves away or needs another type of technology, leaving the purchased technology behind in the school district.

EdTrade (continued)

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- Sometimes the assistive technology can easily be reused within the district. Other times, the assistive technology is highly customized and does not fit any other student within the district; leaving costly equipment sitting in the district unused.
- Georgia districts will be able to post their assistive technology needs or available assistive technology for loan/exchange.
- Participating districts can decide whether they want to lend or repurpose their unused assistive technology to a local Georgia district as a cost-saving measure through a written Memorandum of Understanding.

More on EdTrade

- Responsibility would rest with the participating Local Education Agency (LEA) to develop local policies and procedures to address asset sharing and inventory controls.

Questions

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Georgia School for the Deaf

Georgia School for the Deaf (GSD) is one of three state-operated schools in Georgia. GSD, operated by the Department of Education, is a referral-based education option in Georgia's comprehensive continuum of programs and services available to deaf/hard of hearing, school-aged children who are legal residents of the state. All students at GSD must have an Individualized Education Program (IEP).

- 1 AAC Evaluation
- 2 trainings for GSD staff

AAC Speech/Communication Program

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- Client Visits:
  - AAC evaluations for schools - 3
- Device Demonstrations – 13
- Presentations - 9
- Phone Contacts - 83
- Ongoing Projects:
  - PODD Books
  - Policies for AAC Evaluations
  - Work Access Workplace Accommodations
  - Assistive Software Knowledge Base
  - AAC Lab
  - AAC Implementation Materials
  - TFL/GaDOE partnership

Emory ALS Clinic

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- Attending once a month
- Seeing about 20 clients per visit
- Mostly helping individuals with ALS find solutions to computer and phone access, and occasionally smart home solutions

Aging Well & TFL!

Community Events & Presentations:

- Federal Reserve Bank of Atlanta: Elder Care Fair
- Co-hosted with Leading Age: Tech and Aging Summit
- Living Alone with Alzheimer: presented and mini AT lab
- 12 Long Term Care Providers from Spain (Thanks to Walter Coffey) to learn best practices and how we incorporate AT to "Age in Place"
- Ga State and Chattahoochee Tech Students in Gerontology and Occupational Therapy classes toured TFL

Projects in process:

- WATAP ACCESS:
- (Aging Concerns, Challenges and Everyday Solution Strategies)
- GA Aging Well Algorithm: next iteration is awaiting final signatures between Ga Tech and DAS

Assessments:

- 3 MFP (Community Transitions) completed since last meeting
- 2 MFP - assessments conducted 3/4/2020

Home Visit

- ALS Diagnoses
- Came to TFL 2 years ago
- Was completely unfamiliar with smart home tech

Meet Rob!

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To the video!

Check out and try our new AT!

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HERO:

- Sorts
- Reminds: Audio, Visual, Digital alerts
- Dispenses the right dose
- Track your medication adherence
- Send you phone alerts
- Refills prescription

Bestic:

- Eating Assistive Device
- Switch operated electric eating aid
- Compact, robotic arm fork or spoon can be controlled
  by the user to eat independently.

Aging Well & TFL

Community Events & Presentations:

- LeadingAge: hosted AT Lab
- Emory Gerontology class presentation and TFL tour
- ADRC Conference: hosted AT Solutions Lab Approximately 350 participants
- AIRS Conference (Alliance of Information and Referral Systems): Presentation sparked interest and follow-up conference calls from other states interested in creating their own AT Labs

Aging Well Decision Tree/Algorithm:

- Met with DAS and WATAP program to further project

Assessments:

- 4 MFP (Community Transitions) since last meeting

AT Trainings:

- NEGA AAA/ADRC State Transition Coordinator & Options Counselors held in Macon

TechSAge RERC

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https://s2.techsage.gatech.edu/

TechSAge T1 and T2

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T1. Online and In-person Training and Education

- Guest lectures
- Presentations and Outreach
- Webinars
- Podcasts - in partnership with the Indiana Assistive Technology Program (INDATA), produced by Easter Seals Crossroads
  - Intro to TechSAge
  - Universal Design and Assistive Technology
  - Smart Home Technologies
  - Be sure to listen and to learn more about TechSAge!

T2. Design Competition / Hackathon

Carolyn, Danny and Liz have been organizing alongside Jon Sanford (PI)

- 8 presentations to prepare participants
- Amazon donated Echo Shows for the participants and for developers to experiment with
- Hackathon will be on Sunday, April 5th from 9am-6pm – Join us!
- Danny has recruited 10 people with disabilities to work with the teams
- In conjunction with Bits of Good, a student philanthropic group on campus

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Washington AT Aging Concerns, Challenges, and Everyday Solution Strategies (ACCESS)

Goal:

- A Collaboration between Washington DSHS | Aging and Long-Term Support Administration and the Center for Inclusive Design and Innovation (CIDI) Georgia Tech
- The Goal of the overall project of the Washington Aging AT ACCESS Tool is to map the Georgia Aging AT ACCESS Tool to the CARE Needs Assessment to assist with the identification of AT Solutions and Strategies.
  - Creation of a technology- based decision-support tool
- Online AT Decision Tree
  - Predicative Analytics Development
  - They have given feedback of what they would like for a tool

Washington State Department of Social & Health Services

Transforming lives

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Wireframes

We need your feedback!

Questions?

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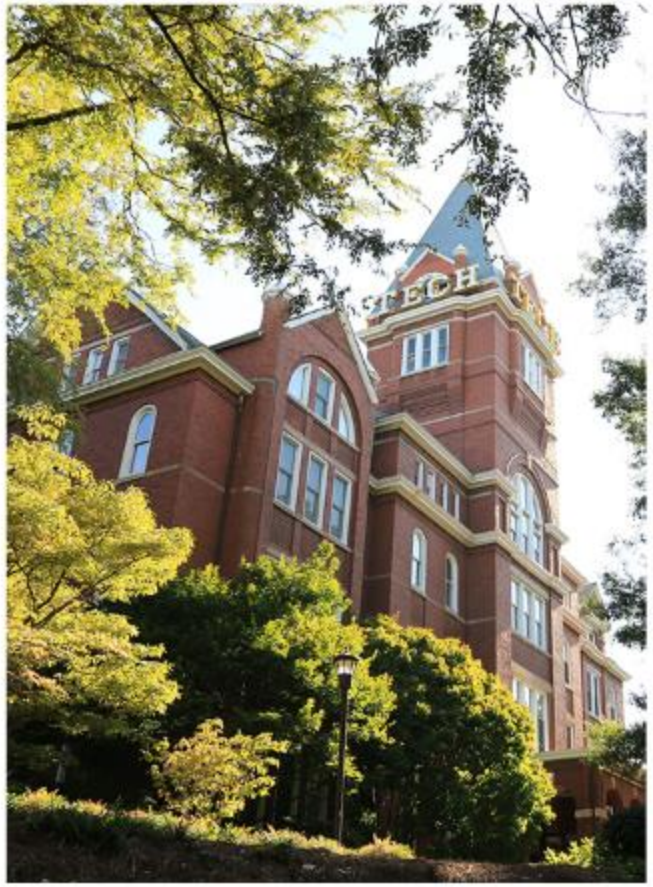
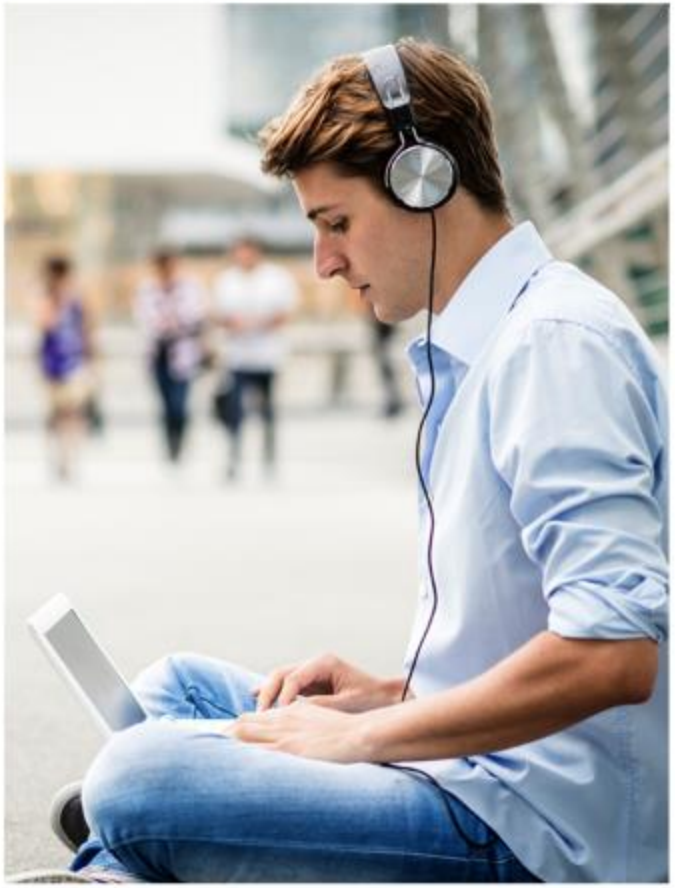

Research Initiatives

Ben Satterfield

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ATOB Journal

Tori Holder has served as Production Manager/Copy Editor for

- Volume 13 (Summer 2019) &
- Volume 14 (Spring 2020)

Carolyn Phillips serves as Associate Editor

Ben Satterfield serves on Editorial Board

Research Publications

Satterfield, B. (in press). Mastery of Assistive Technology in High School and Post-Secondary Performanc**e**. *Assistive Technology Outcomes and Benefits.* Vol. 14

Research Presentations

- Satterfield, B., Phillips, C., Gelinas, G., & Bunn, D., (2020, February). A Model for Serving Adults with Complex Communication Needs, Presentation at Georgia Speech & Hearing Association (Stone Mountain, GA, February, 2020).
- Satterfield, B. & Phillips, C. (2020, February) AT and Transition for Students with High Incidence Disabilities. Assistive Technology Industry Association (ATIA) National Conference (Orlando, FL, February 2020).
- Satterfield, B., Phillips, C., Gelinas, G., Bunn, D., & Rust, M. (2020, February). A Model for Serving Adults with Complex Communication Needs, Assistive Technology Industry Association (ATIA) National Conference (Orlando, FL, February 2020).
- Satterfield, B. (2019, November). AT and Transition for Students with High Incidence Disabilities. Georgia Educational Technology (GaETC) Conference, (Atlanta, GA. November, 2019).

Research Poster

TOOLS for LIFE
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A MODEL FOR SERVING ADULTS WITH COMPLEX COMMUNICATION NEEDS

ABSTRACT

Tools for Life (TFL) has been working in conjunction with the Department of Behavioral Health and Developmental Disabilities to serve Georgians with developmental disabilities who are on the planning list for Medicaid waivers. Research was conducted on a model for service delivery of assistive technology (AT) which focused on improving performance on skills important to the individual and upon quality of life. The pilot project was conceptualized in June of 2018, launched in May of 2019 and continued until November of 2019. These experiences have revealed some important lessons that speak to what we do in preparation for transition.

OBJECTIVES

1. Describe the conditions in which many individuals with developmental disabilities find themselves once they turn 22 years old and age out of the school system.
2. List 3 reasons why individuals who have complex communication needs are at risk without an effective means of communication once they reach age 22.
3. Identify at least one implication from this discussion that informs what might be done in K-12 and the transition process to better serve individuals with developmental disabilities.

TARGET POPULATION

Individuals with Developmental Disabilities:
- On the planning list/awaiting waiver
- Age 18 or older (out of school)
- Not working, no day program
- Living with non-paid supports

ACCOMPLISHMENTS

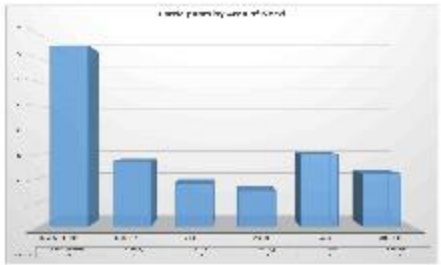
- 180 individuals contacted
- 150 interviews
- 220 face to face visits
- 120 AT and AAC consults
- 60 have received AT and been trained
- 84 individuals completed

RESEARCH QUESTIONS

- *Performance* - does the introduction of AT help adults with developmental disabilities acquire skills or enhance the performance of tasks that were important to them?
- *Quality of Life/Satisfaction* - does the introduction of AT improve the individual (and family's) level of satisfaction and quality of life as reflected in the National Care Indicators (NCI).

PERSON CENTERED APPROACH

- Once an individual was referred, the team at TFL would then conduct an interview to learn more about the individual, and to identify a goal and skill that was important to them.
- The first visit would be to conduct an AT consult in the home to determine a skill or goal that the individual identified.
- The second session was to deliver and implement the AT that would help address this goal or skill. Training was provided.
- Follow up visits were made to provide additional support, to collect performance data, and to conduct follow up surveys.



N= 180. Many individuals were referred as having multiple areas of need.

METHODOLOGY

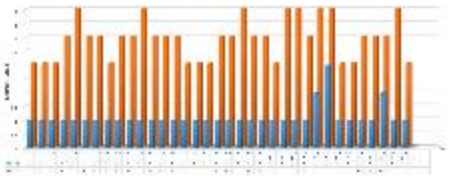
Performance Measures
- Adapted the Student Performance Profile (SPP) developed by Watson, Ito, Andersen, & Smith (2006).
- This framework allowed for the selection and measurement of goals that might be very different among participants.
- Measurement of the individual's ability to perform that task was taken before the AT intervention and again afterwards. The scale was a simple 5-point Likert scale.

Quality of Life
- A 35 question Foundational Measures Survey (FMS) was developed based upon the NCI.
- Survey was presented pre-intervention and once post-intervention.
- An accessible version of the survey (iPad app) was created for the individuals with developmental disabilities to use.
- If the individual could not complete the survey, a printed version of the survey was used with the care provider.

RESULTS: CHANGE IN PERFORMANCE

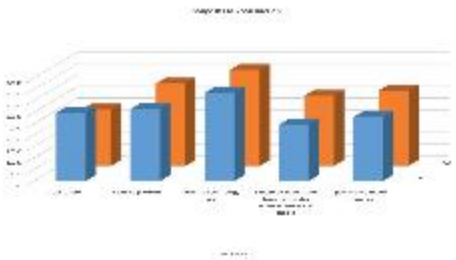
Performance data - The chart below presents a view of progress made by participants as measured by the 5-point scale provided by the SPP framework described in Methodology.

Performance Before & After Introduction of AT



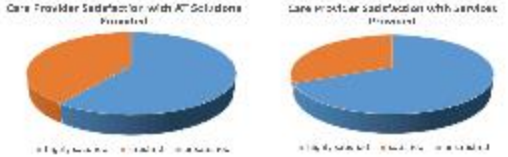
RESULTS: CHANGE IN QUALITY OF LIFE/SATISFACTION

Quality of Life data - To measure participant satisfaction and the project's impact upon quality of life in the context of the NCI, a FMS was created and administered to research participants.



OBSERVATIONS & CONCLUSIONS

- *Performance* - Every individual whose goal had to do with a skill or task demonstrated gains in performance following the introduction of AT.
- *Quality of Life* - Survey responses suggest a greater sense of independence, a greater sense of freedom to access their community, and a reduced sense of isolation.
- Other responses indicate an elevated sense of agency and personal empowerment: greater helpfulness, self care, and self determination are reflected in these responses.
- *Family Care Providers* - Care providers for the individuals in this study were important stakeholders in this process. Most are family members providing unpaid support. We asked them about their level of satisfaction with the AT introduced.
- 60% stated that they were highly satisfied, 40% reported that they were satisfied. None reported being unsatisfied. With regard to the services provided by the TFL team, 68.42% reported being highly satisfied and 31.43% said they were satisfied. Again, none reported being unsatisfied.



EMERGENCE OF A MODEL FOR SERVICE DELIVERY

What has emerged from this project is a model for addressing the needs of adults with developmental disabilities employing AT. Specifically, the model is built around an intervention which:
- supports the identification of a person-centered goal and
- engages a team of AT experts from a range of disciplines consisting of
  - Speech Language Pathologists
  - Occupational Therapists
  - AT Practitioners
  - Rehabilitation Counselors

Principal Investigator: Carolyn Phillips
Co-PI: Ben Satterfield
Project Team: DeeDee Burm, Sarah Endicott, Gina Gelinas, Asha Kumar, Ciara Montes, Krista Mullen, Martha Rust, Rachel Wilson

For more information on this project scan the QR Code

gatfl.gatech.edu
cidi.gatech.edu

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Research Proposals: Pending

Field Initiated Proposal (FIP-NIDLRR): Mastery of Assistive Technology and Employment of Persons with High Incidence Disabilities; $600 K, 3 Yrs.

Small Bets Seed Grant (GA Tech, 1 Yr. $75K):

- Mastery of Assistive Technology Measurement Tool
- Evidence-Based Accommodation Decision Support Tool for Disability Service Providers

On-Going Research Projects

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Work ACCESS: an online tool / app to help people, particularly employers and employees with disabilities, make informed accommodation decisions.

Washington State Decision Tree Project: supporting people again in place or successful transition from care facility to home.

TechSAge 2: supporting aging-in-place for people with long-term disabilities

GT Wireless RERC: *"...integrating established wireless technologies with emerging wirelessly connected devices and services for a transformation future where individuals with disabilities achieve independence, improved quality of life, and enhanced community participation."*

Questions?

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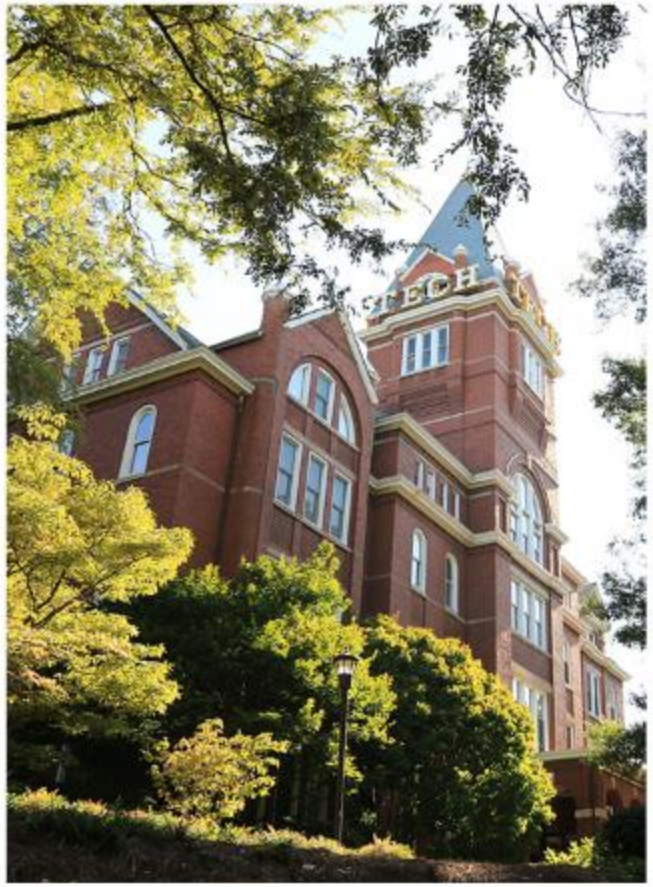
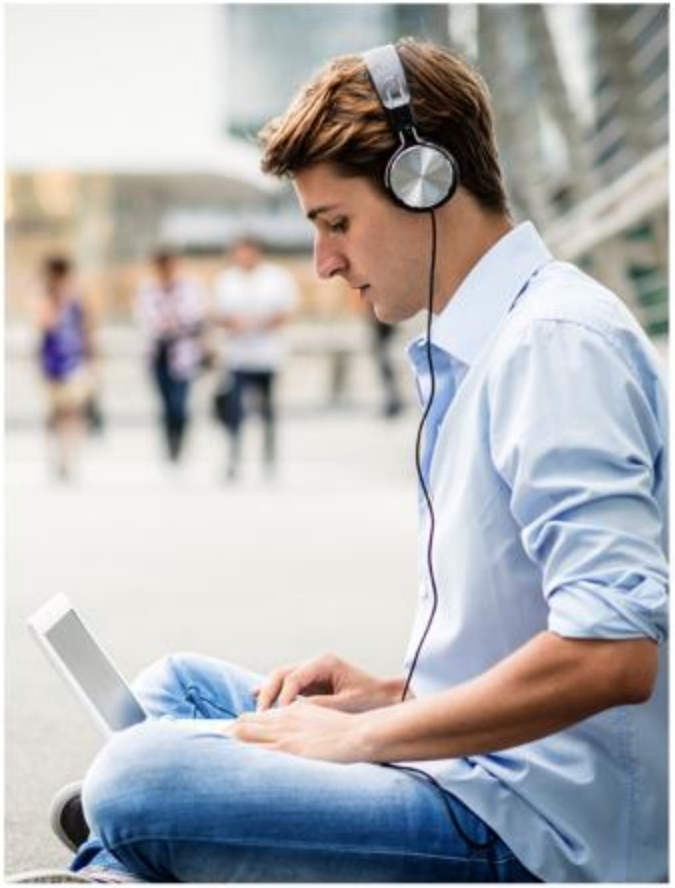
Time for
lunch

New AT and CES Updates

Martha Rust and Ciara Montes

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New AT @ ATIA 2020

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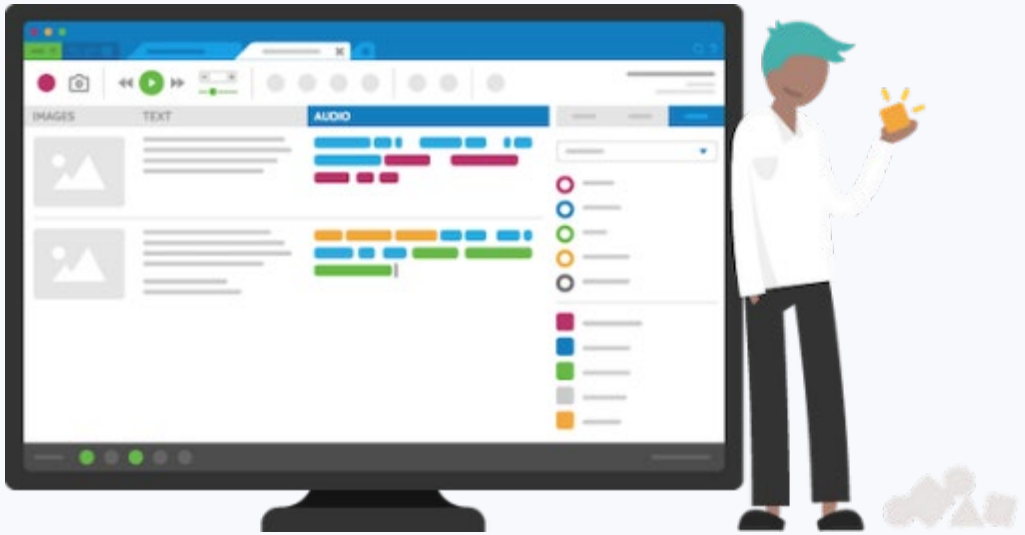
- **Glean-** a new notetaking software by Sonocent
  - Chrome Browser
  - Records audio and allows the user to flag important parts, and label sections of the audio
  - Cloud based- can be used offline, a user has to login once every 30 days



New AT @ ATIA

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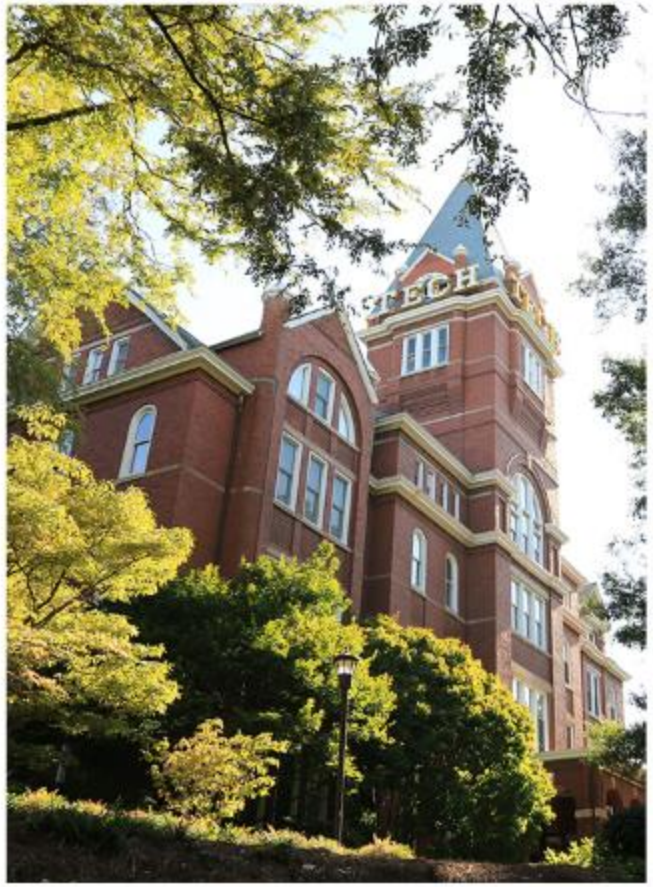
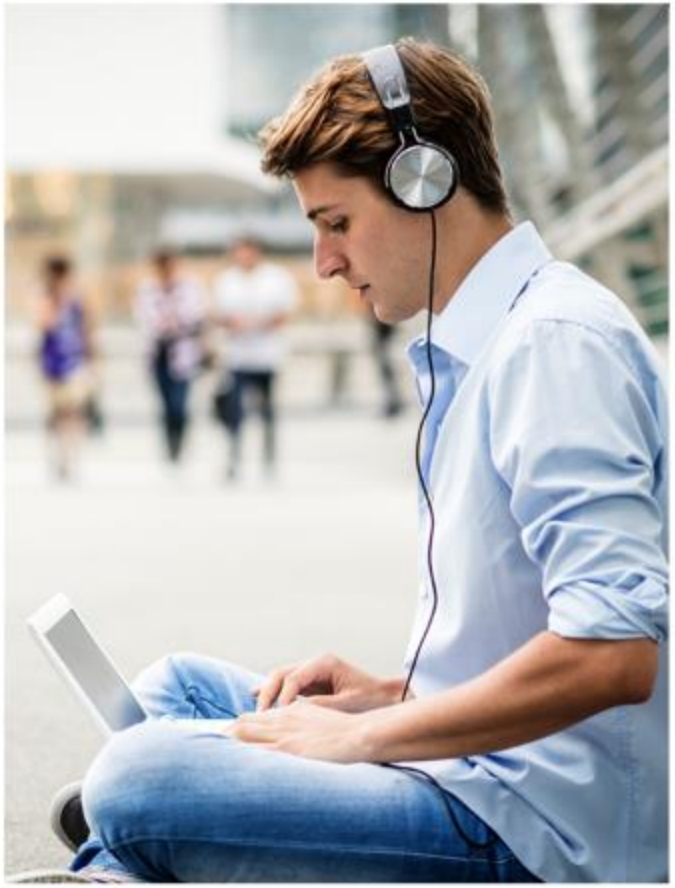
- **SignGlasses**
  - Wearable glasses that allow users to receive live sign language interpreting overlaid on top of the environment
  - Digital platform is also available for CART captioning, sign language interpreting, and TypeWell
  - Opens up availability to interpreters without the hassle of scheduling.

New AT

- **LipSurf –** voice control for your browser
  - Google Chrome Extension
  - Free & Paid for version
  - Allows for dictation in email
  - Good for users who may not be able to use their keyboard in order to access the computer

State Leadership Updates and Data Report

Liz Persaud and the TFL Training Team

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Public Awareness Activities

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October 1, 2019 to Present

Public Awareness Activity	Individuals Reached
Internet information	13,068
Other	1,026
Other print materials	3,500
Presentations/expos/conferences	575
Total	**18,169**

Information and Assistance

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Georgia's Assistive Technology Act Program

October 1, 2019 to Present

Recipient Type	AT Device / Service	AT Funding	Related Disability Topics	Total
Individuals with disabilities	55	36	1	92
Family members, guardians, and authorized representatives	26	3	2	31
Representatives of Education	17	0	19	36
Representatives of Employment	1	0	0	1
Representatives of Health, Allied Health, and Rehabilitation	6	0	1	7
Representatives of Community Living	0	0	2	2
Representatives of Technology	0	0	0	0
Other	2	0	2	4
Total	**107**	**39**	**27**	**173**

Group Trainings

TOOLS for LIFE
Georgia's Assistive Technology Act Program

October 1, 2019 to Present

Recipient Type	Number
Individuals with disabilities	0
Family members, guardians, and authorized representatives	10
Representatives of Education	175
Representatives of Employment	18
Representatives of Health, Allied Health, and Rehabilitation	2
Representatives of Community Living	15
Representatives of Technology	25
Other	5
Total	**250**

Training Topics

- AT Funding / Policy / Practice
- AT Products / Services
- Transition
- Other

Conferences and Events: Where have we been?

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Georgia's Assistive Technology Act Program

August 2019

- Tech and Aging Summit
- Atlanta Archdiocese Training

September 2019

- Living Alone with Alzheimer's – Presentation and Lab
- High School High Tech (HSHT) Self-Advocacy Training
- State Special Education Directors Training/Tour
- CDC/OEEO Visit
- LTC Providers from Spain

October 2019

- CDC Expo and Lab
- State Special Education Directors Training/Tour Pt. 2
- EXCEL Students Class Visit

November 2019

- Work ACCESS Focus Group Expert Interviews
- Texthelp User Group Training
- CDC Visit

December 2019

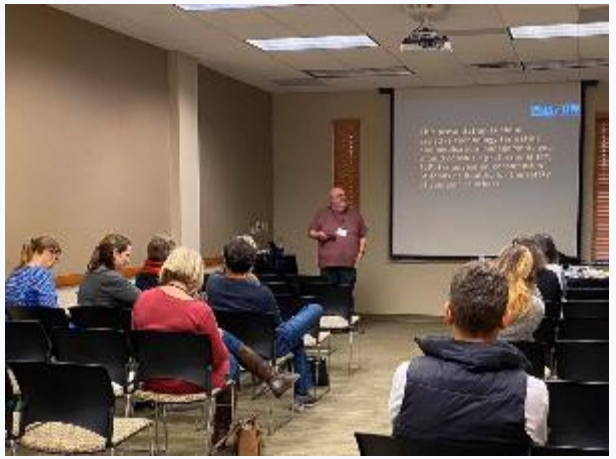
- GATE Conference

GATE 2019

- 41 Exhibitors
- 11 Sponsorships (56% increase from 2018!!)
- 4 TFL Presentations
  - Thank you Danny, Martha and Gina!
- Over 300 participants

GATE 2020

- Will be moving to new location for 2020 due to renovations – more information coming soon



Conferences and Events: Where have we been? (continued)

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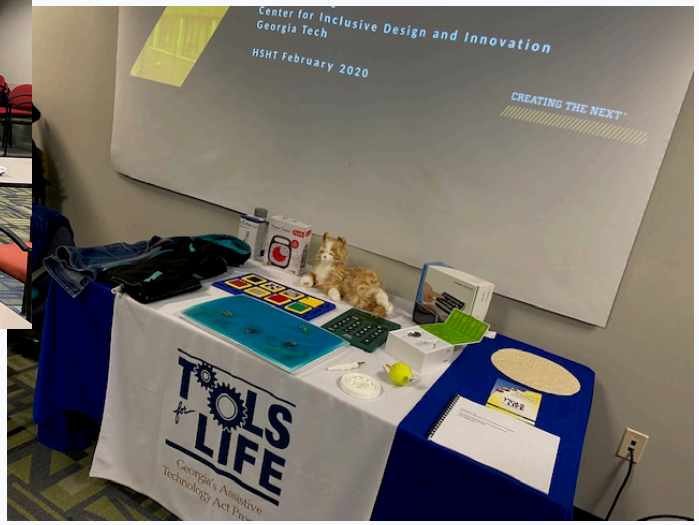
January 2020

- Paideia School Neurodiversity Class
- ATIA Conference, Exhibit and Workshops

February 2020

- High School High Tech (HSHT) Self Advocacy Training
- Completed Universal Design (UD) Video Project!!



Universal Design Video Project

- Educational video series on the 7 principles of universal design
- Interviews with experts in the field and gives examples of how the principles can be implemented in products, interfaces and space

CIDI Symposium and Open House

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Save the Date!

May 6 – Keynote and Open House

May 7 – Symposium

Research and Community!

What's Next?

- ADA 30th Anniversary!
- AT3 Contract - webinars, videos (Reuse Technical Assistance to AT Act Programs)
- AT and Aging Curriculum (short course)
- CIDI Symposium
- CDC OEEO Collaboration
- CSUN Conference
- Design Competition
- IDEAS / Institute Designed for Educating ALL Students
- Policy & Law
- Wireless RERC State of Technology Conference
- TFL Policies and Procedures

Outreach

Information and assistance

Social media

Printed materials

Tours and visits

Info and Assistance

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800 phone line

- Average of 45 per month

Inquiry emails

- Average of 20 per month

Types of inquiries

- General information about Tools for Life
- Funding referrals
- Evaluations
- Demonstrations
- Reuse

Social Media

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Growth in 2019

- Facebook
  - Post reach – 30,400
  - Increase in followers – 135
- Twitter
  - Post reach – 47,100
  - Increase in followers – 60
- Instagram
  - Post reach – 3,110
  - Increase in followers – 50

Growth so far in 2020

- Facebook
  - Post reach – 3,200
  - Increase in followers – 9
- Twitter
  - Post reach – 8,600
  - Increase in followers – 13
- Instagram
  - Post reach – 670
  - Increase in followers – 8

New in 2020!

Spotlight on assistive technology

- Share information about
  - New and emerging AT
  - Low tech through high tech

What do you want to see highlighted?

Printed Materials – Feedback

- Basic information card
- Funding/Reuse card
- Parking Violation
- SWAG

Send Us Your News!

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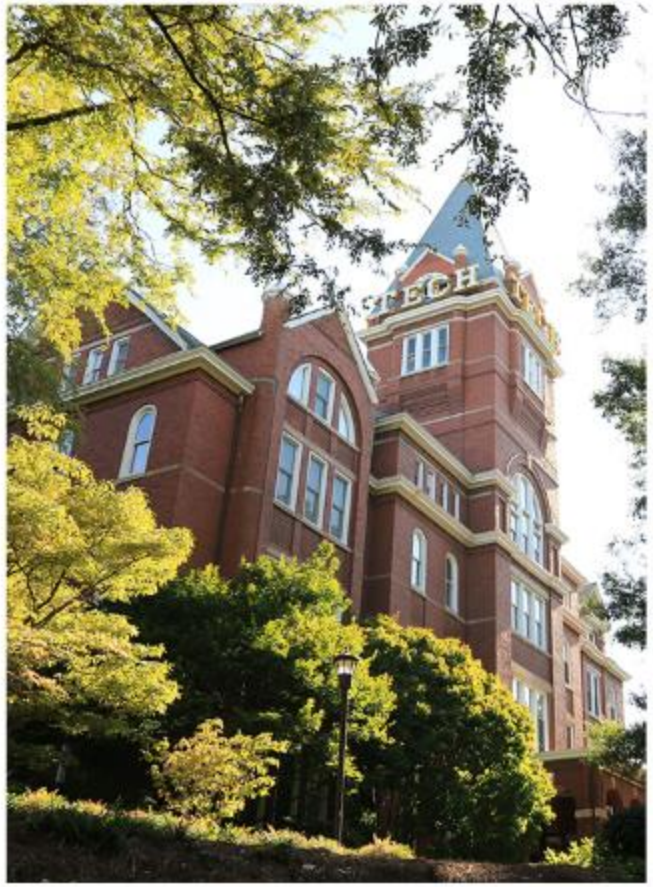
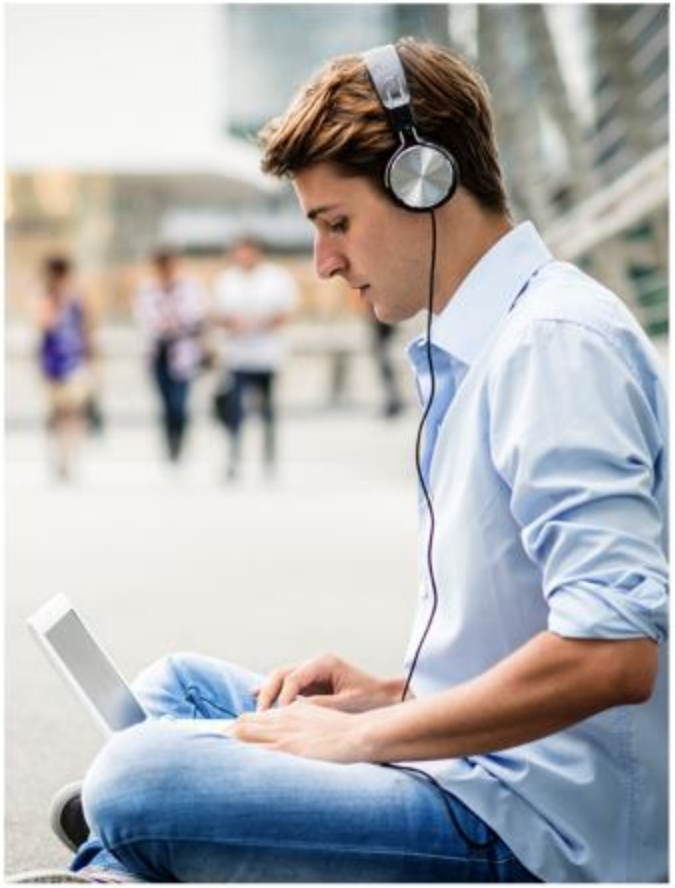
We are always looking to share relevant AT news to our followers.

If you have anything you would like to share, send it to us!

AT Acquisition Update and Data Report

Danny Housley

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Credit-Able FY 19 Numbers

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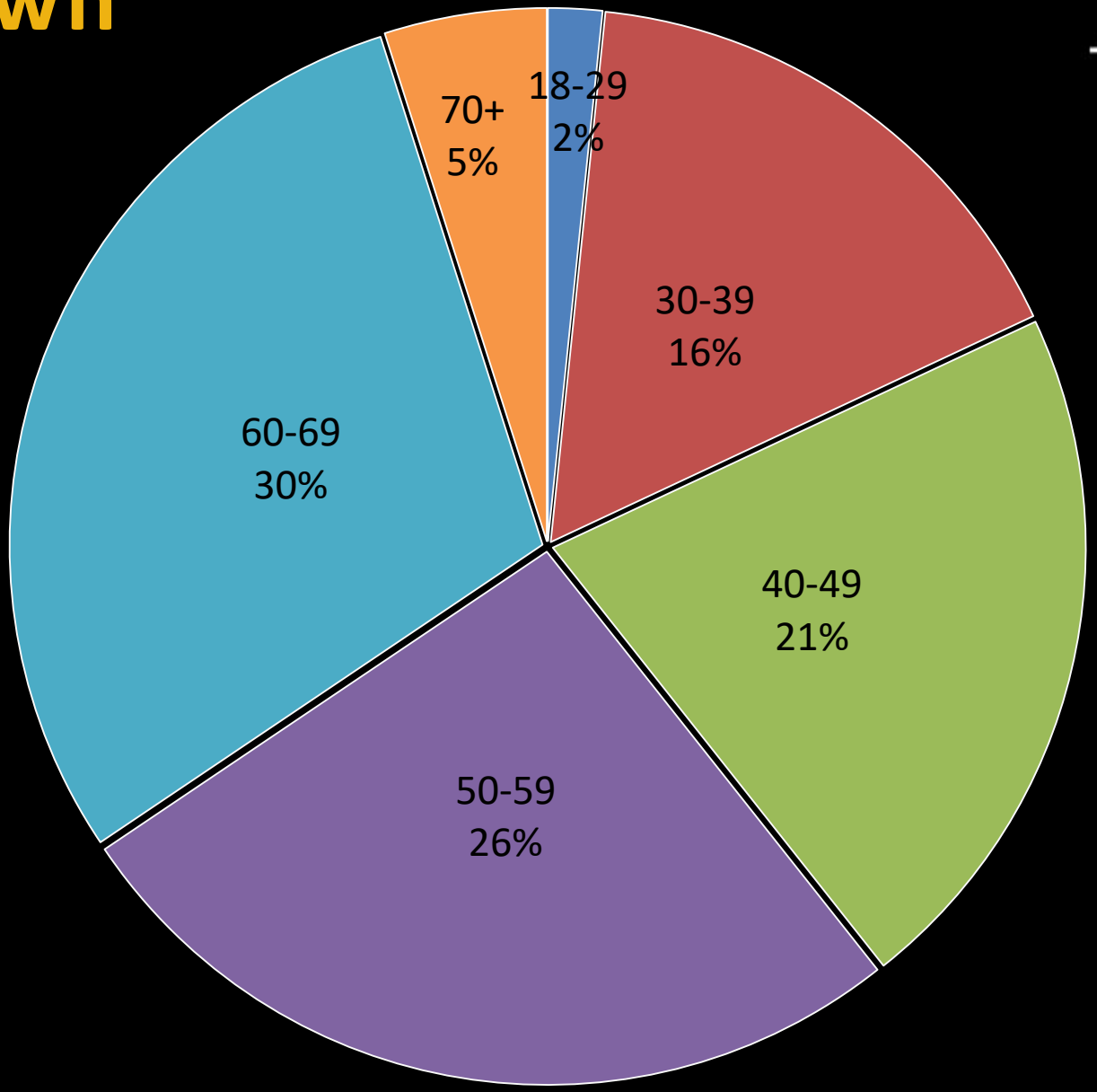
- 72 Applications
  - 61 Approved
  - 11 Denied
  - 1 Withdrawn
  - 18% denial rate/82% Approval Rate
  - $164,434.62
- 15 Charge offs totaling $22,850.33

Age Breakdown



FY 20 Figures

- 12 Applications
  - 12 approved
  - $30,276.02 lent

- Age Range
  - 18-29= 2
  - 40-49= 2
  - 50-9= 3
  - 60-69= 5

Loan Statuses FY20

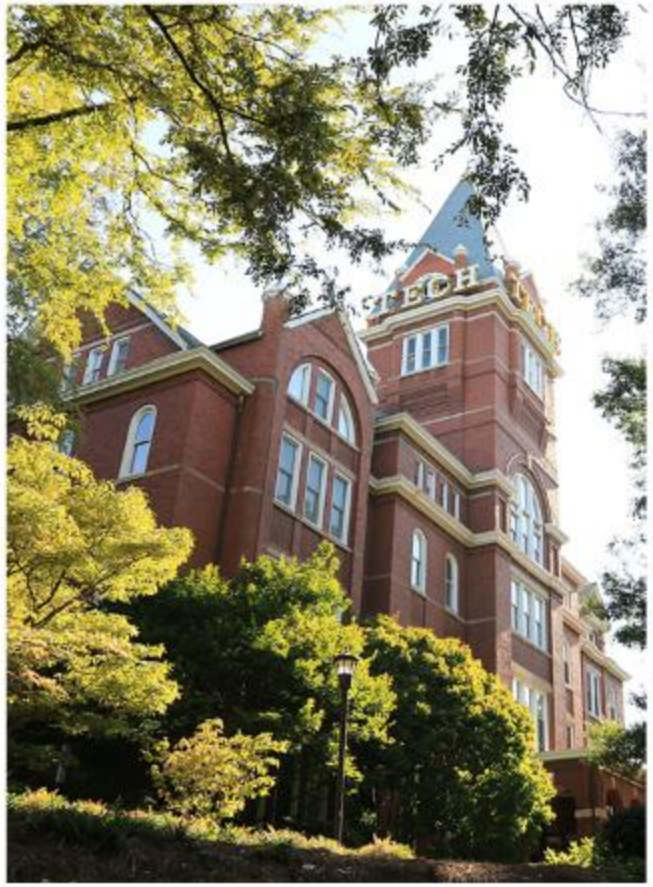
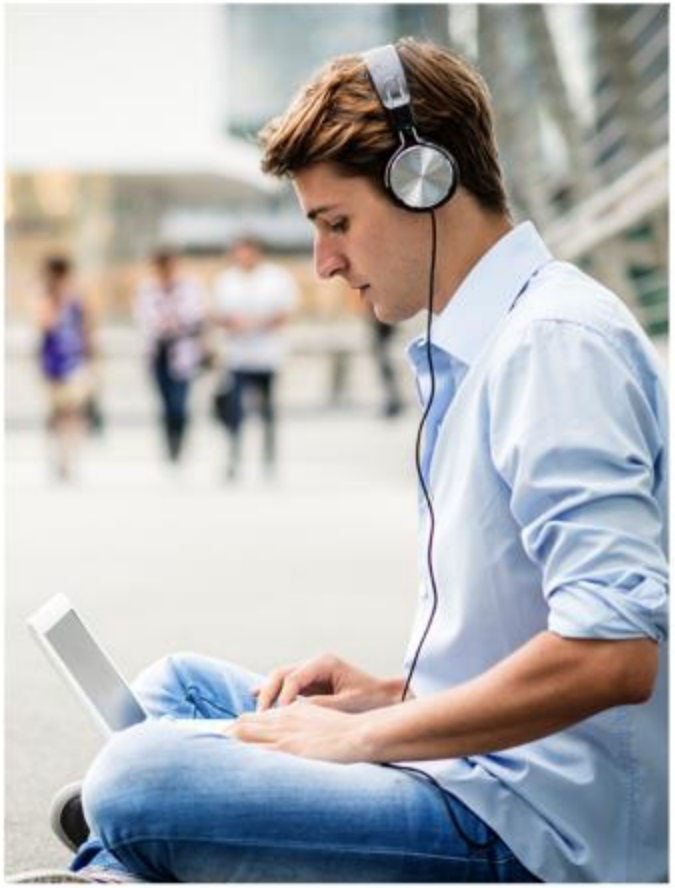
- 115 Active Loans
- Portfolio is currently $350,317

- 21 Charge offs totaling $31,388.35*
- One consumer was returned to active status after being written off, they have brought their balance down to $1,500 and are paying regularly. Consumers charged off had all made payment on their accounts and stopped for various reasons.

- 9% default rate

Other Acquisition Updates

- A new (accessible) database is being built for Credit-Able
- DBHDD Lab is set up and being used
- EdTrade is being developed
- gTRADE will be getting a revamp and relaunch this year
- Ciara updated all the apps in the app finder database and weeded out old stuff
- We are getting a demo pair of caption glasses, thanks to Ciara's initiative
- Working with disABILTY LINK on recruiting participants for home usability program

TFL Advisory Council & Network Updates

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Questions?

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Thank you!

We appreciate your time and we are making progress!

Tools for Life Team

TOOLS for LIFE
Georgia's Assistive Technology Act Program

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